



## **Community Care TASMANIA**

### **POSITION DESCRIPTION**

<b>POSITION</b>	<b>CASE MANAGER NORTH WEST COAST</b>
	To case manage the provision of integrated care services to frail, elderly people, with the provision of caring support to empower clients to enhance their dignity and independence in the familiar environment of their own home, and other work as directed by the Chief Executive Officer from time to time.
<b>CLASSIFICATION</b>	Level 4-5 depending on skills, experience and qualifications
<b>AWARD</b>	Social, Community, Home Care and Disability Services Industry Award
<b>LOCATION</b>	1 Edwardes Street South Burnie
<b>QUALIFICATIONS</b>	<p>Formal qualifications or sound disciplined knowledge gained through experience in the area of human services, specifically in the area of case management, or the ability to work towards same.</p> <p>Minimum Diploma in Community Services /Disability or above required. Diploma in Case Management highly desirable.</p> <p>Previous experience in service delivery to the frail aged in the non-English speaking background community is highly desirable.</p>
<b>SUPERVISORS</b>	Chief Executive Officer and Senior Case Manager Client Services
<b>LEVEL OF RESPONSIBILITY</b>	<p>Accountable to the CEO/SCM for satisfactory completion of tasks.</p> <p>Responsible to the client for the types and quality of services provided.</p>
<b>TRAVEL</b>	Some travel around Tasmania is required
<b>ON CALL ROSTERING</b>	Participation in the on call after hours roster may be required on a rotational basis
<b>ADDITIONAL</b>	<p>For employment condition particulars such as</p> <p>hours of work salary leave entitlements superannuation</p> <p>please refer to your Agreement of Employment</p>

***Should you have any queries regarding the details in this position description***

*please discuss these with the Chief Executive Officer*

## **FUNCTIONS:**

- Provide a coordinated/case managed service through ongoing assessment and response to the needs of clients from all backgrounds including those from a diverse cultural and linguistic background who have complex and multiple needs, including appropriate referral to other services.
- Exercise judgment and initiative where procedures are not clearly defined
- Responsibility for a range of functions within the organisation requiring a high level of knowledge and skills to achieve results in line with the organisation's goals
- To follow and articulate to other employees the organisational policies and objectives
- Liaising with the rostering team to ensure that all relevant information pertaining to clients and support workers is communicated.
- Contribute to interpretation, development and implementation of policies and practices for the organisation.
- Undertake responsibility for moderately complex projects, including planning, coordination, implementation and administration.
- Participate in industry engagement through interagency projects, collaborate in service delivery with other agencies and participate in external forums, working parties or reference groups that may relate to development of governmental policies or service/program standards.
- Participate effectively and make contribution to the review of work practices, ongoing evaluation and development of policies and practices and reporting for the organisation.
- Promote safety by following organisational WHS requirements and guidelines.
- To participate in education and training opportunities and to identify specific or desired performance outcomes
- To follow any reasonable directions or instructions by the CEO /SCM in a timely manner.
- Other duties as required by the organisation or CEO from time to time.

## REQUIREMENTS OF THE POSITION:

- Thorough working knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;
- Sound working knowledge of organisation policies and activities and the role of the organisation and its services and/or functions;
- Comprehensive working knowledge of the underlying principles of the organisation; and
- The capacity to respond appropriately to client needs and manage potential conflict of interest.
- Required to set priorities, plan and organize their own work
- Extensive knowledge of local community networks and referral services relevant to the target group of the organisation and the ability to exercise a high level of interpersonal skills in dealing with the public and other organisations
- Well-developed oral and written communication skills and problem-solving skills
- Application of knowledge, critical thinking and ability to exercise professional judgment and sound expert advice.
- Understanding of and commitment to quality customer services and the promotion of wellness and independence for the client.
- Commit to attend Microsoft Teams Meetings/Zoom/ face to face meetings when required
- Provide a weekly work plan to SCM of planned tasks and activities
- Provide receipts /evidence of any work incurred costs with timesheet or when required
- Inform SCM or CEO if working Burnie leased premises is no longer a viable option
- Commit to attending regular face to face meetings/training/supervision in Launceston if required

## SELECTION CRITERIA:

### Desirable requirements of the position

- Experience, knowledge and understanding of culturally and linguistically diverse (CALD) issues in relation to frail elderly clients, people with disabilities, people with dementia, and implications for clients, primary carers, families and community agencies.
- Sound understanding and ability to apply the principles of primary health care.
- Experience and demonstrated ability in case management, including comprehensive assessment processes, development of care plans, creation and maintenance of HCP budgets, evaluation of outcomes of services implemented and case closure, or the ability to obtain relevant qualifications.
- Well-developed oral and written communication and problem-solving skills.
- Extensive knowledge of MAC Portal.
- Demonstrated experience of well-developed skills in managing time, setting priorities, planning and organising your own work.
- Demonstrated awareness and understanding of issues confronting people with disabilities in their home or a community setting.
- Demonstrated ability to exercise a high level of interpersonal skills, with the ability to liaise effectively with clients, support workers, other community services and agencies.
- Knowledge and experience in promoting safety within the workplace and the ability to contribute to incorporate WHS in daily practices.
- High level of computer skills including the use of Microsoft programs such as Word and Excel, and the ability to readily adapt to other software used within the organisation. Knowledge of the Icare(Telstra Health) data base would be an advantage.
- Current driver's licence and own registered vehicle.
- Current National Police Check or the ability to obtain and Current Working with Vulnerable People (Children) registration.
- Smart phone